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January 17, 2013

To: Health Benefits Exchange Staff

From: Rhode Island Parent Information Network (RIPIN)

RE: Exchange Contact Center Comments

RIPIN appreciates the commitment of Exchange Staff pursuing input and suggestions from the public on the development and finalization of the RFP for the Exchange Contact Center. Please review our comments listed below.

Unified Health Infrastructure Project (UHIP)

1. Expert agencies and institutions should provide consultation in development of best practices in identified access considerations.

- Language differences, literacy, handicapping conditions, TDD/TTY

2. Defining language around preparedness for Phase II of the project

- Planning around the integration of Phase II will be critical to ease confusion and promote smooth transition. Provide guidance on the timeline expectations for the infusion of Phase II.

3. Mixed Families Scenarios

- With the cross utilization we will see the potential for reoccurring shifts in coverage during Phase I, expectation of defined processes need to be developed.

Customer Support Strategy

Clearly defined roles, collaboration and utilization of information exchange between the current delivery systems in EOHHS and DHS and Contact Center must be established for implementation of a progressive transition into the Contact Center. Preparation, training, exchange of information and defined processes will be critical to streamline and produce a successful

Contact Center that will serve all Rhode Islanders. Consideration must be given to the importance of defined roles for existing state staff and contact center staff and defined procedures to implement the contact center. The concept of a "seamless handoff" or "warm transfer" can only be effective when the guidance for the process is established. Existing technical limitation within our current state systems and cross utilization, if not addressed realistically, will inevitably slow down the process of Contact Center development resulting in poor customer service. Additionally, assessment of the feasibility of DHS and EOHHS capacity for fielding additional calls and coordinating efforts with current staffing must be considered. Simplifying the Tier 2 with Contact Center personnel would relieve this concern.

- Clarity on the call volume expectations would be helpful to determine if the expectation for Phase II utilization has been calculated to ensure proper preparedness for future needs.

- Clarity on the FRC's capability to cross utilize the information and technology between the Contact Center and the DHS offices during the first phase.

In closing RIPIN values this opportunity to have a voice in the process of establishing clear expectations for the RFP to serve the citizens of Rhode Island.

Regards,



Tina Spears, Public Policy Manager

CC: Matthew B. Cox, Executive Director

Lisa Schaffran, Associate Director